



***Cal* OES**

GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

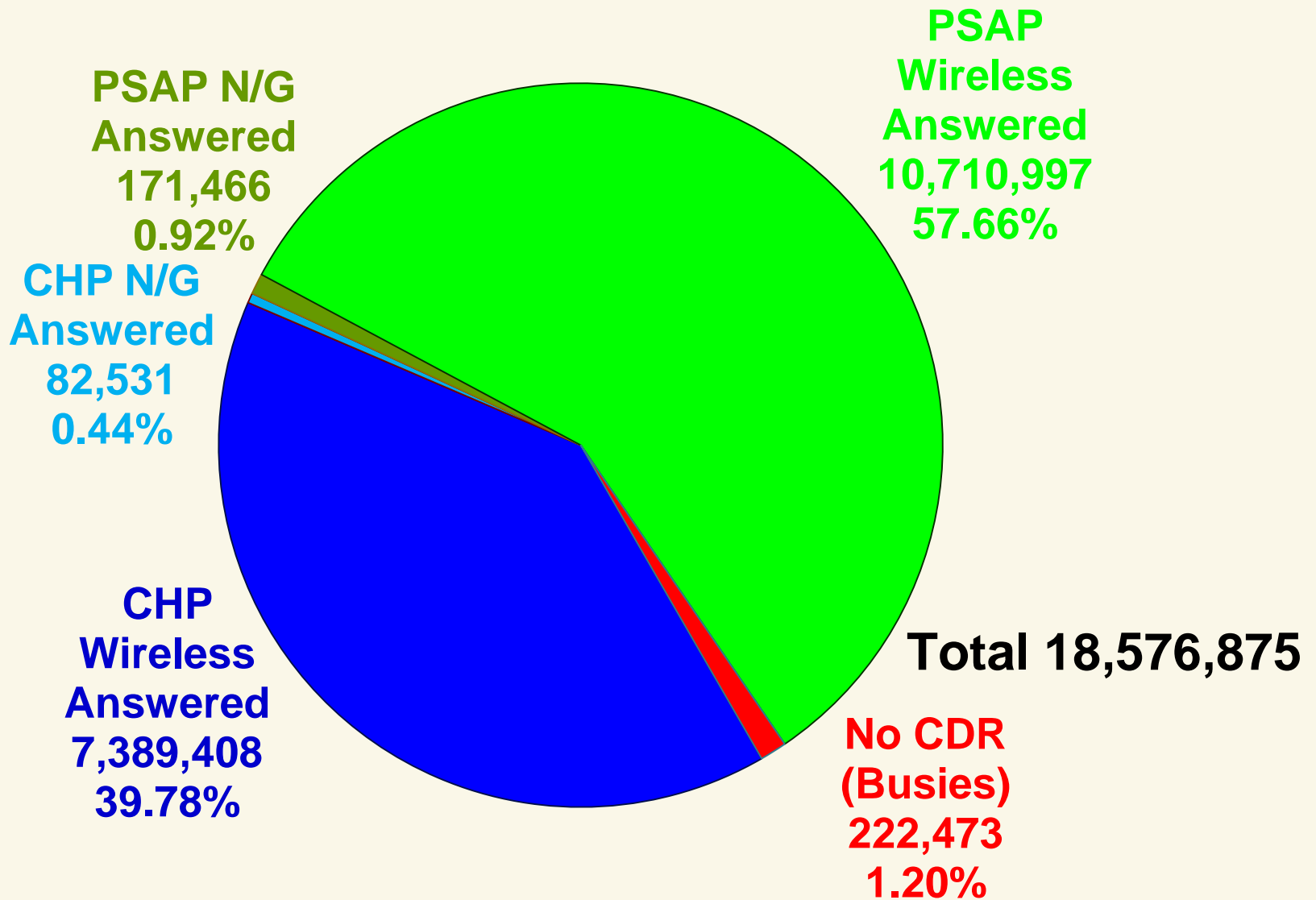
2016

9-1-1 System Performance

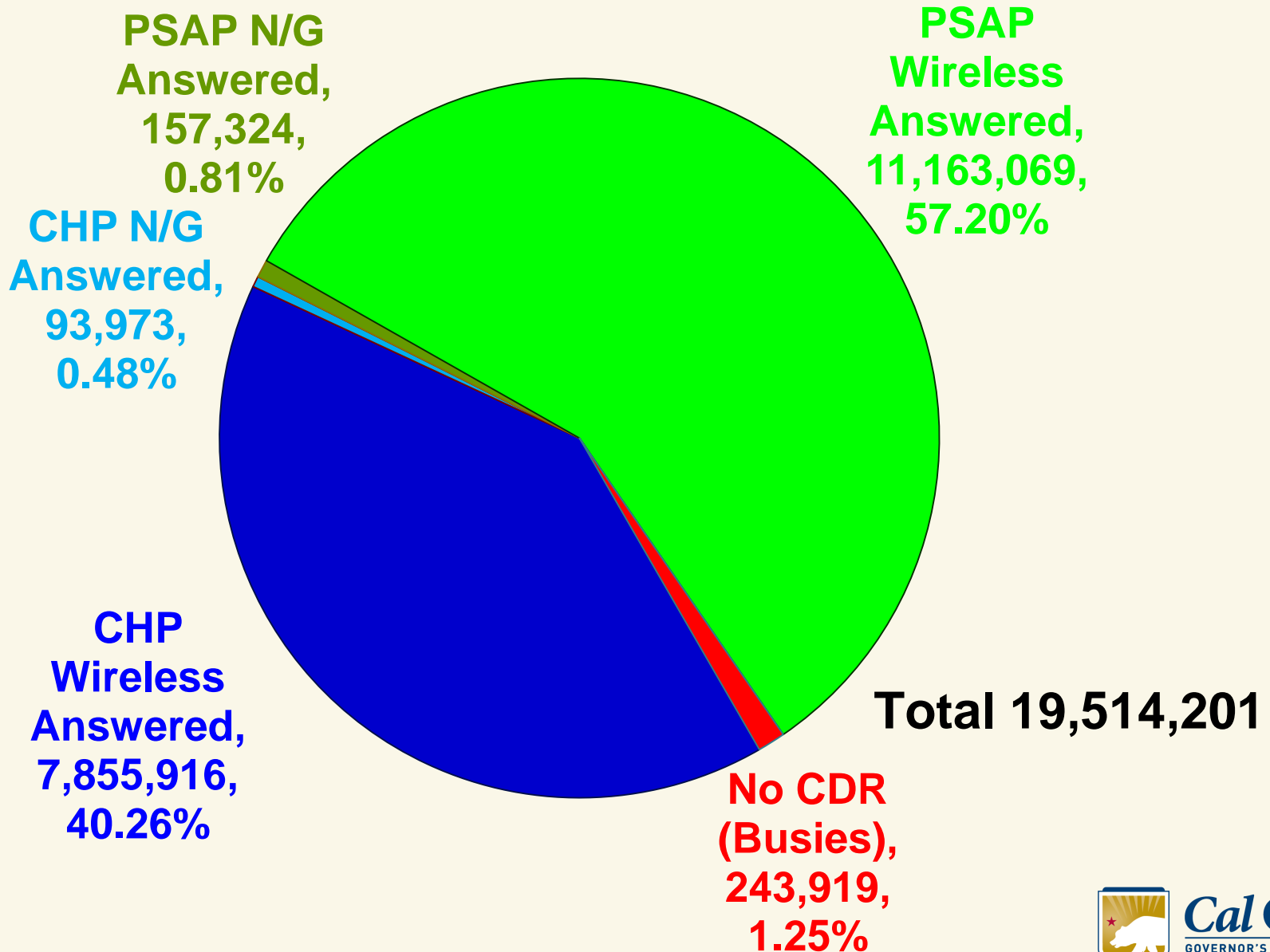
State of California

By Jim Thompson

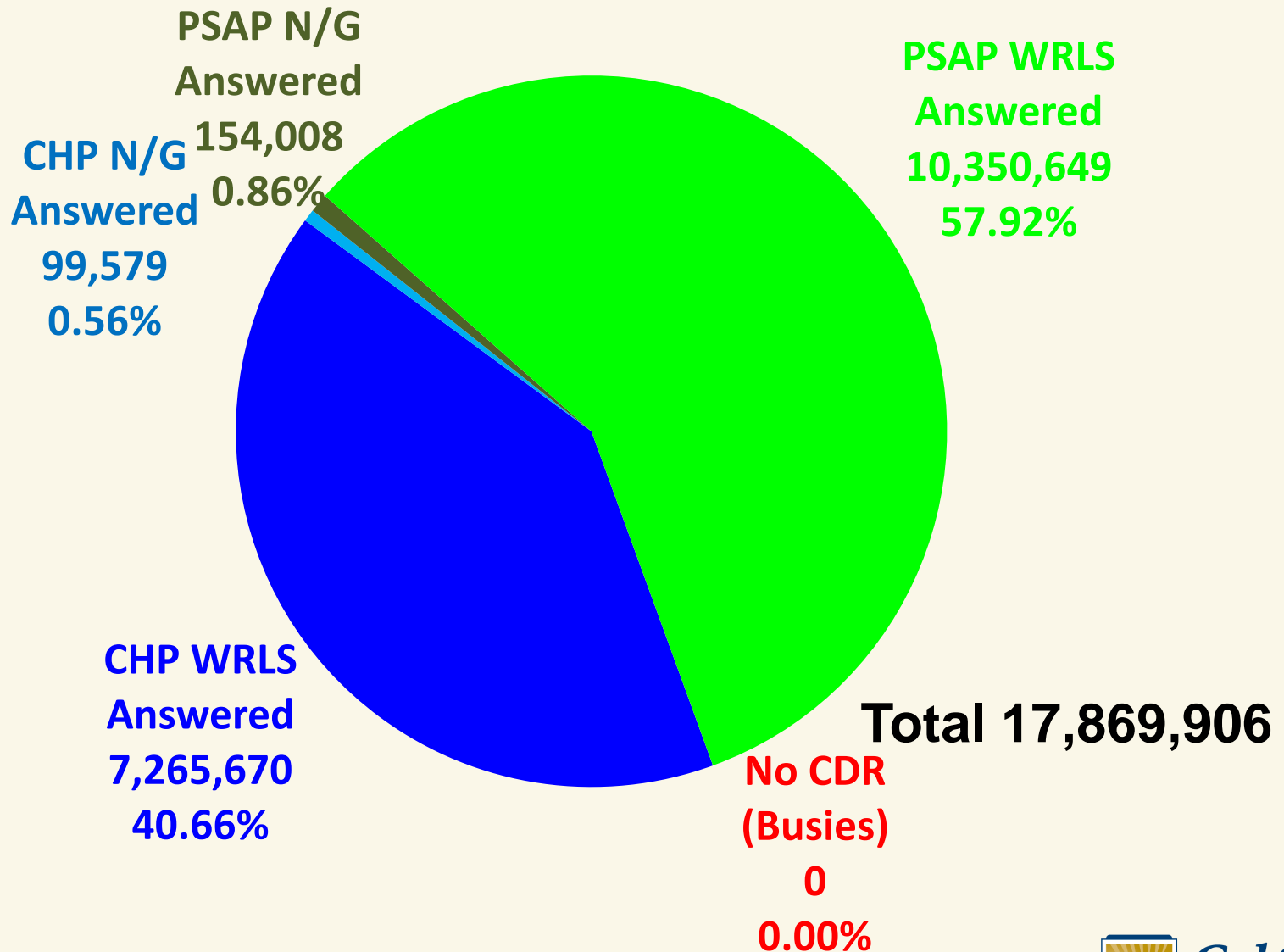
2016 Total Initial Wireless Calls



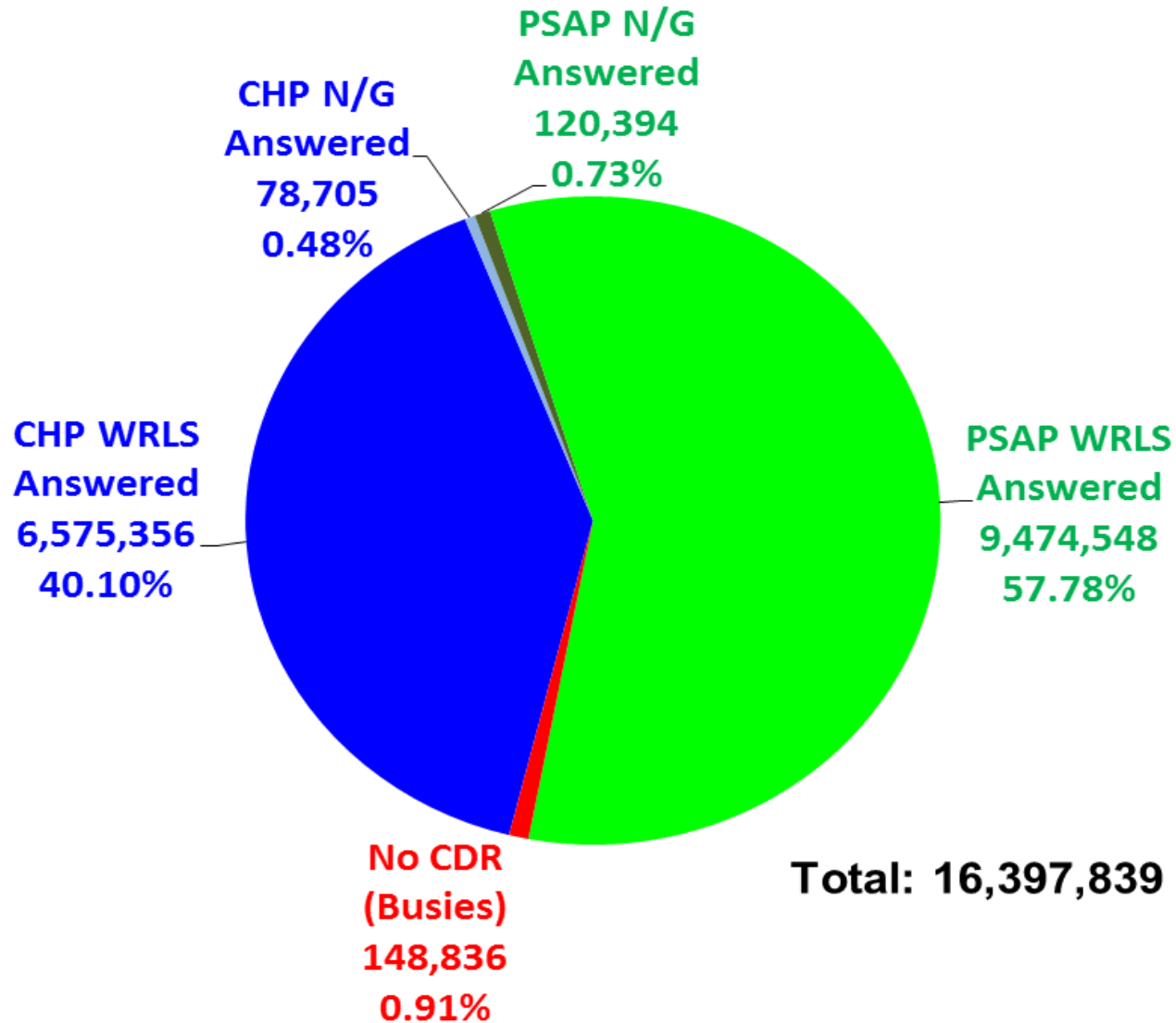
2015 Total Initial Wireless Calls



2014 Total Initial Wireless Calls



2013 Total initial Wireless Calls



2012 Total Initial Wireless Calls

**CHP Calls
Answered
6,991,358
42.39%**

**PSAP
Answered
9,082,707
55.07%**

**No CDR
(Busies)
397,159
2.41%**

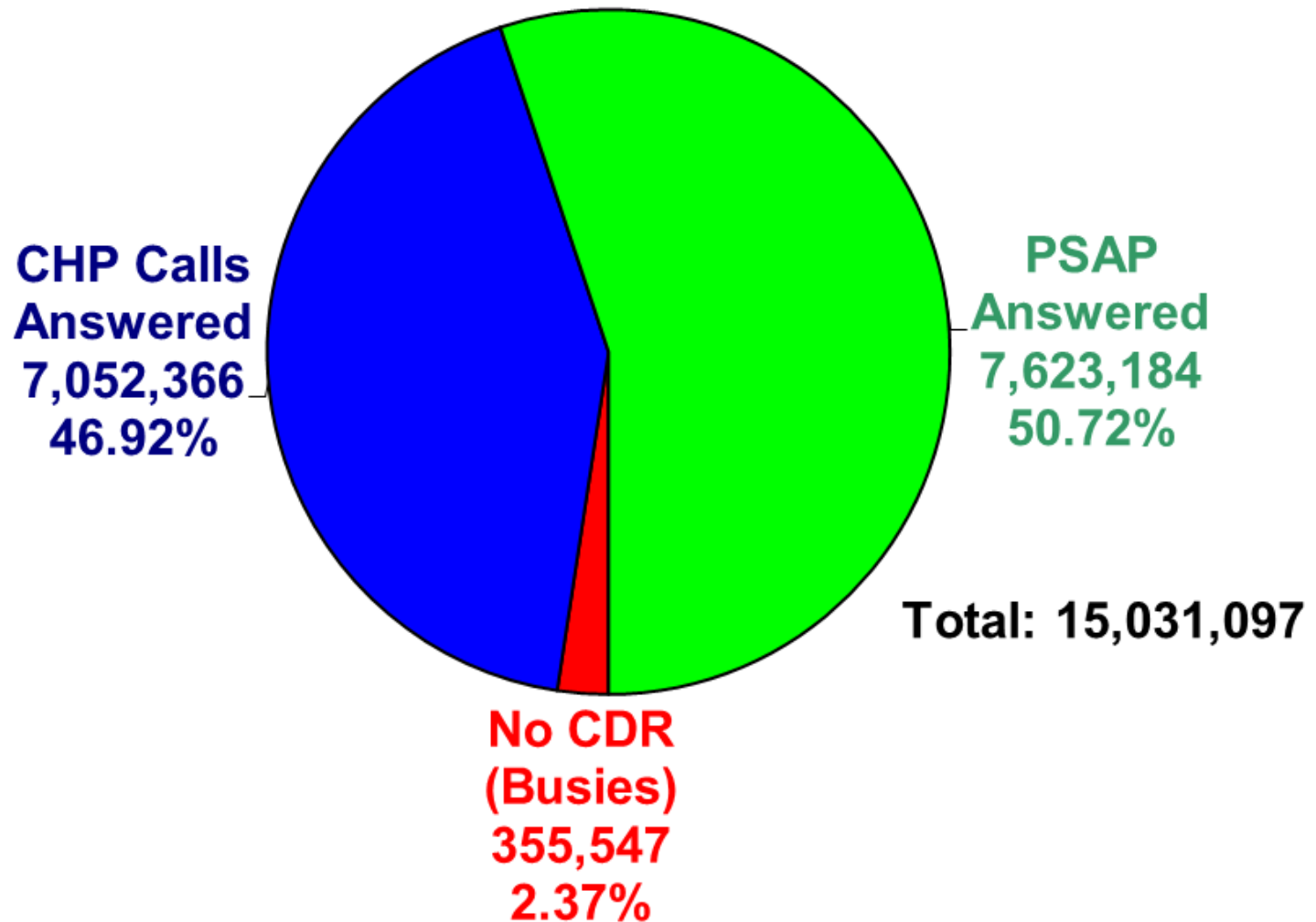
**NG 9-1-1 Calls
23,218
0.14%**

Total: 16,471,224

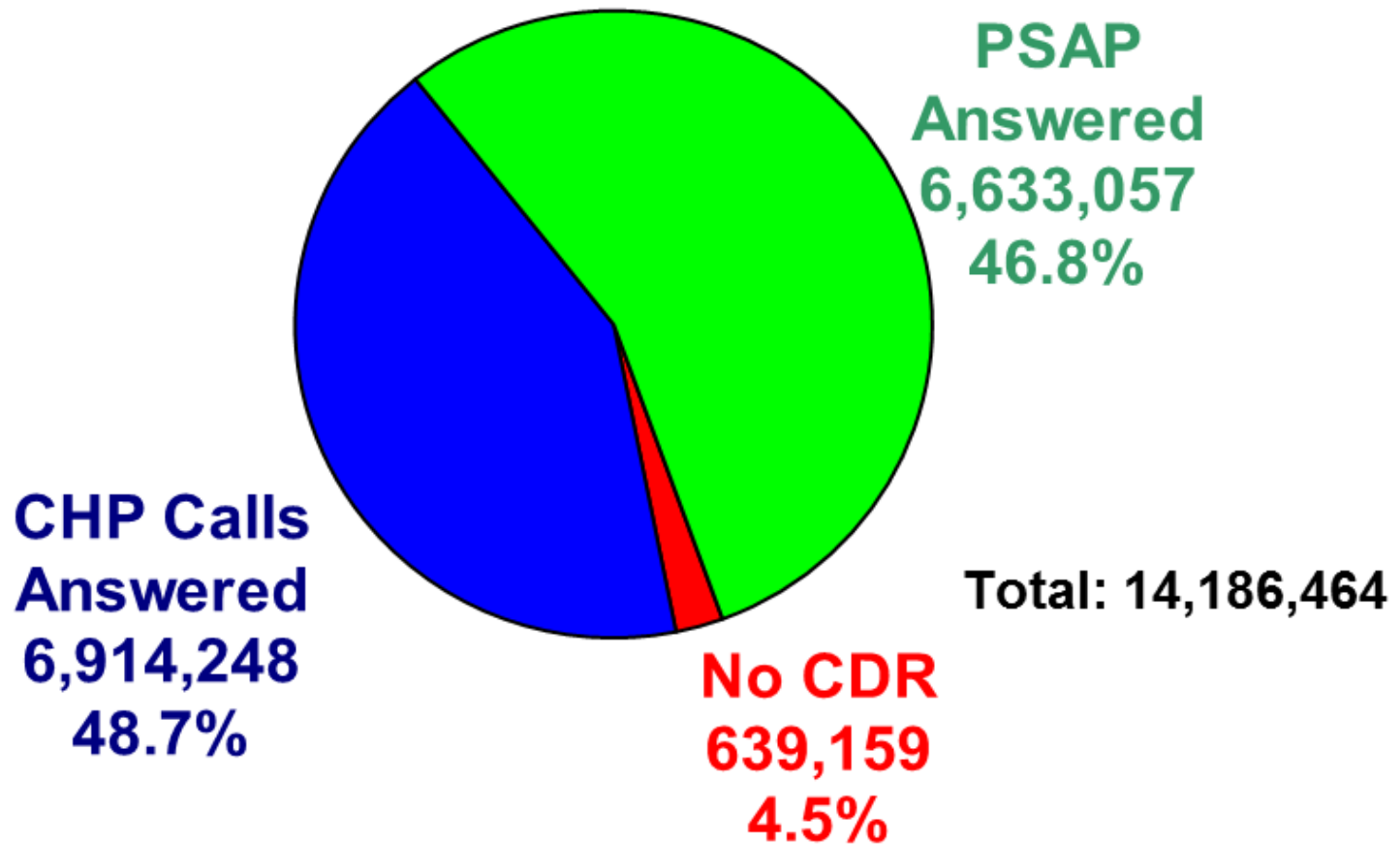


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2011 Total Initial Wireless Calls

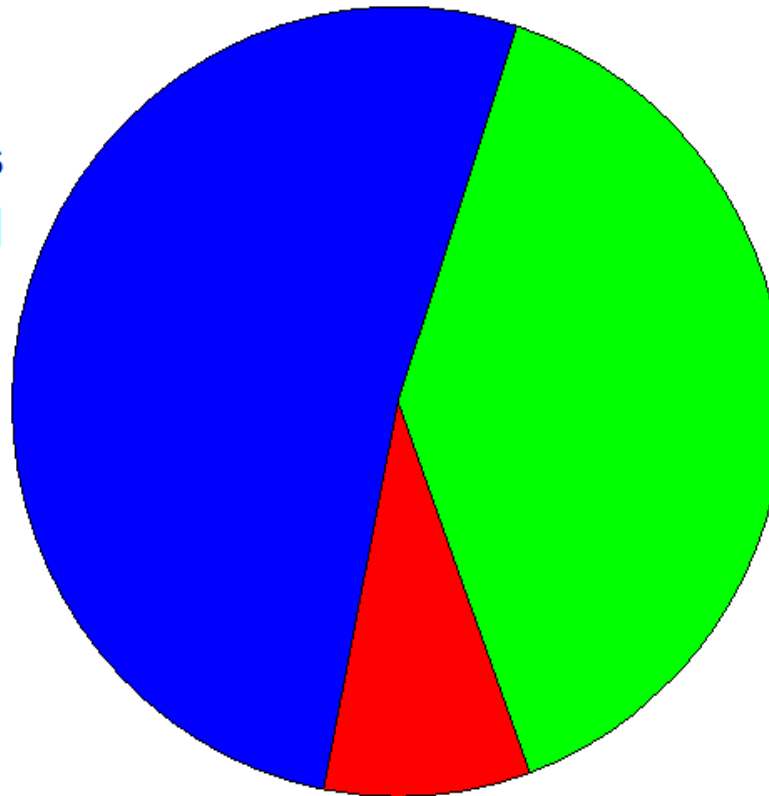


2010 Initial Call Totals Jan-Dec



2009 Call Totals

**CHP Calls
Answered
7,209,054
51.9%**



**PSAP
Answered
5,489,444
39.6%**

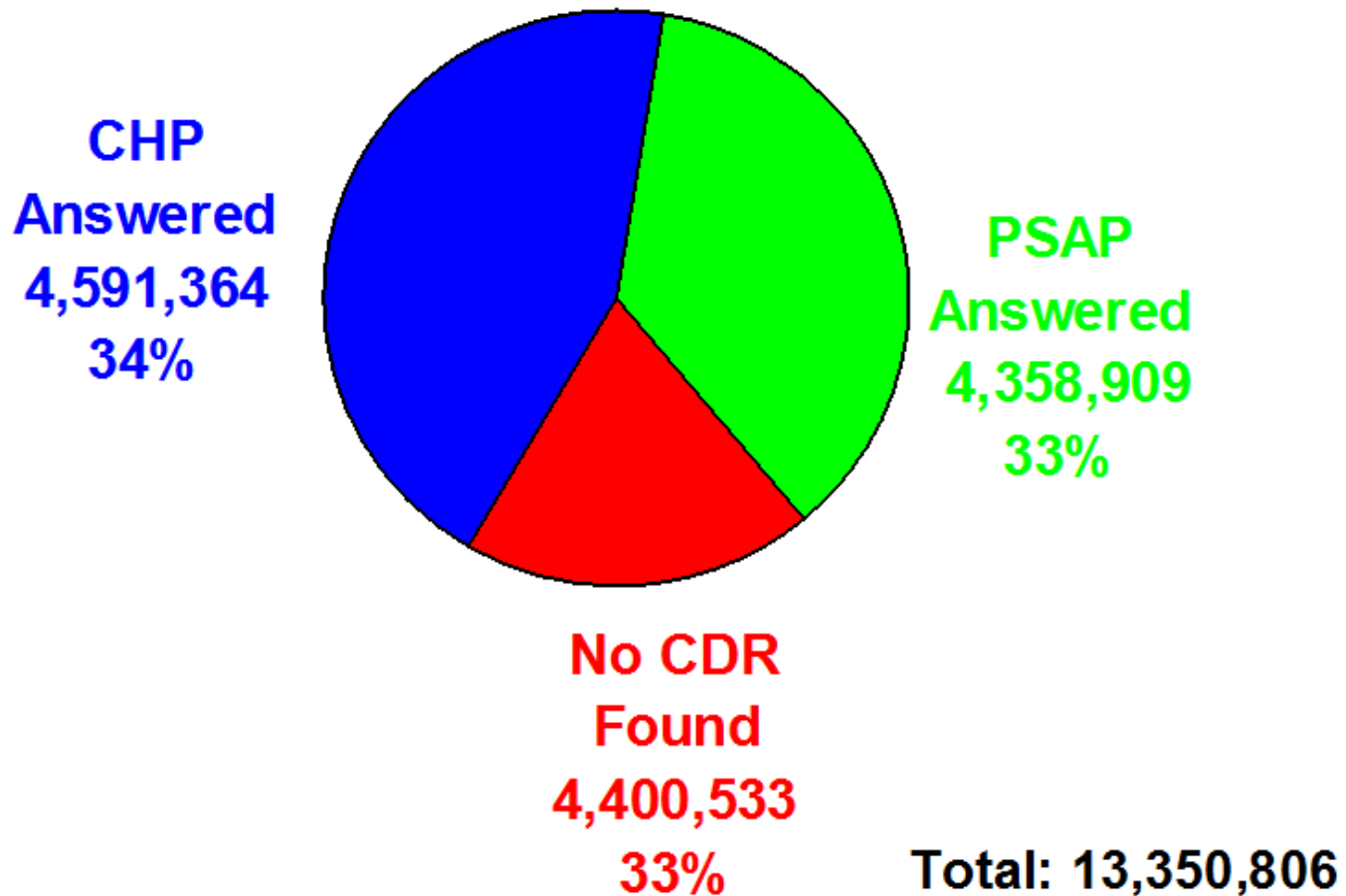
**TOTAL
13,877,116**

**No CDR
1,178,668
8.5%**



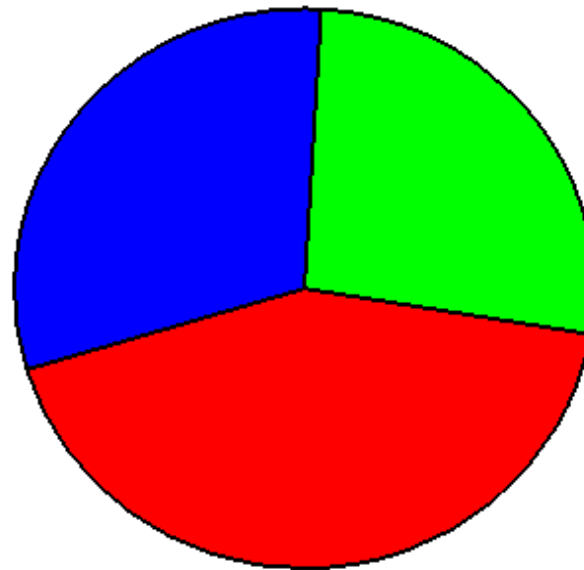
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2008 Call Totals



2007 Call Totals

CHP
Answered
3,583,401
31%



PSAP
Answered
3,109,905
27%

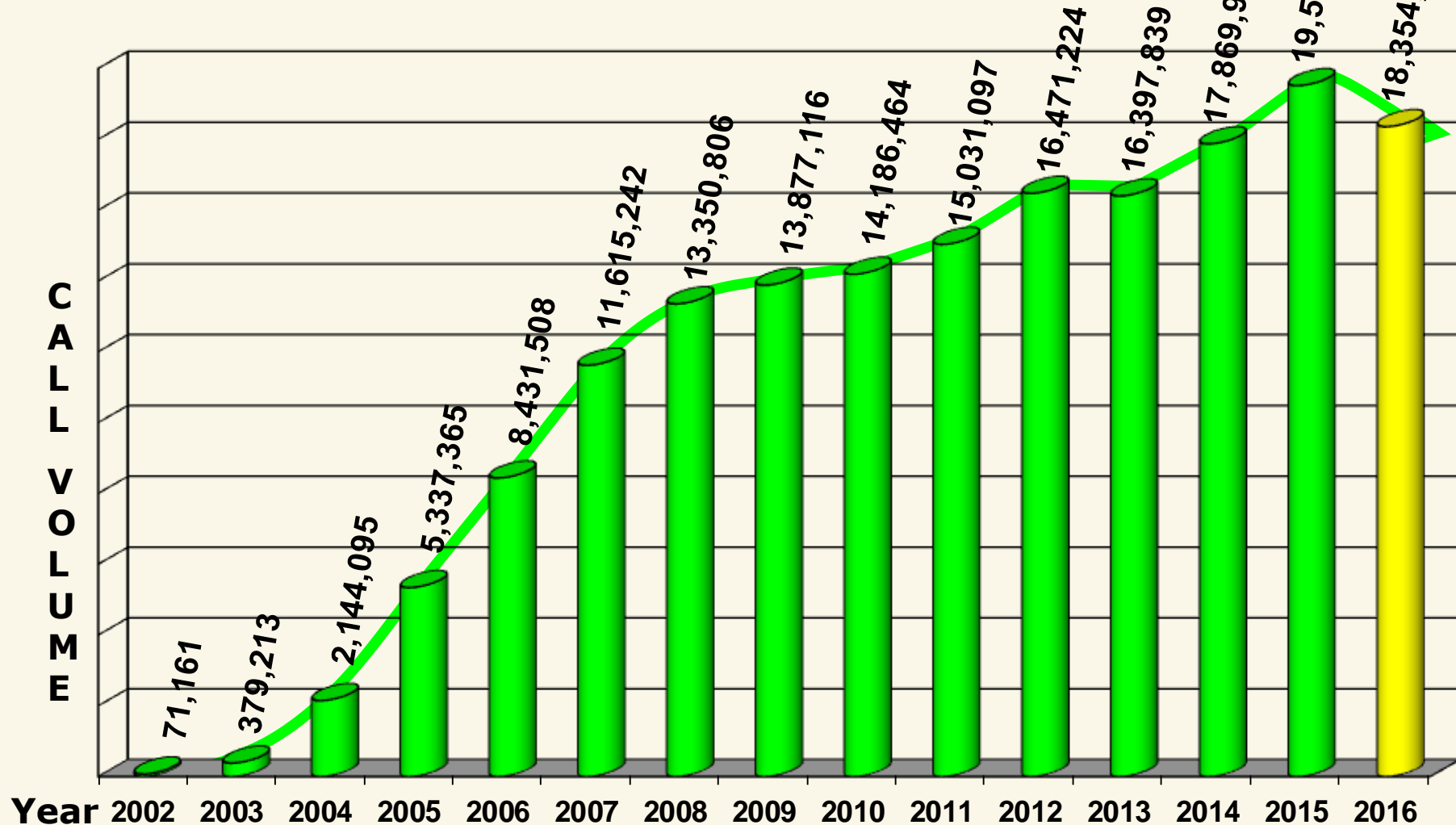
No CDR
Found
4,921,936
42%

Total: 11,615,242

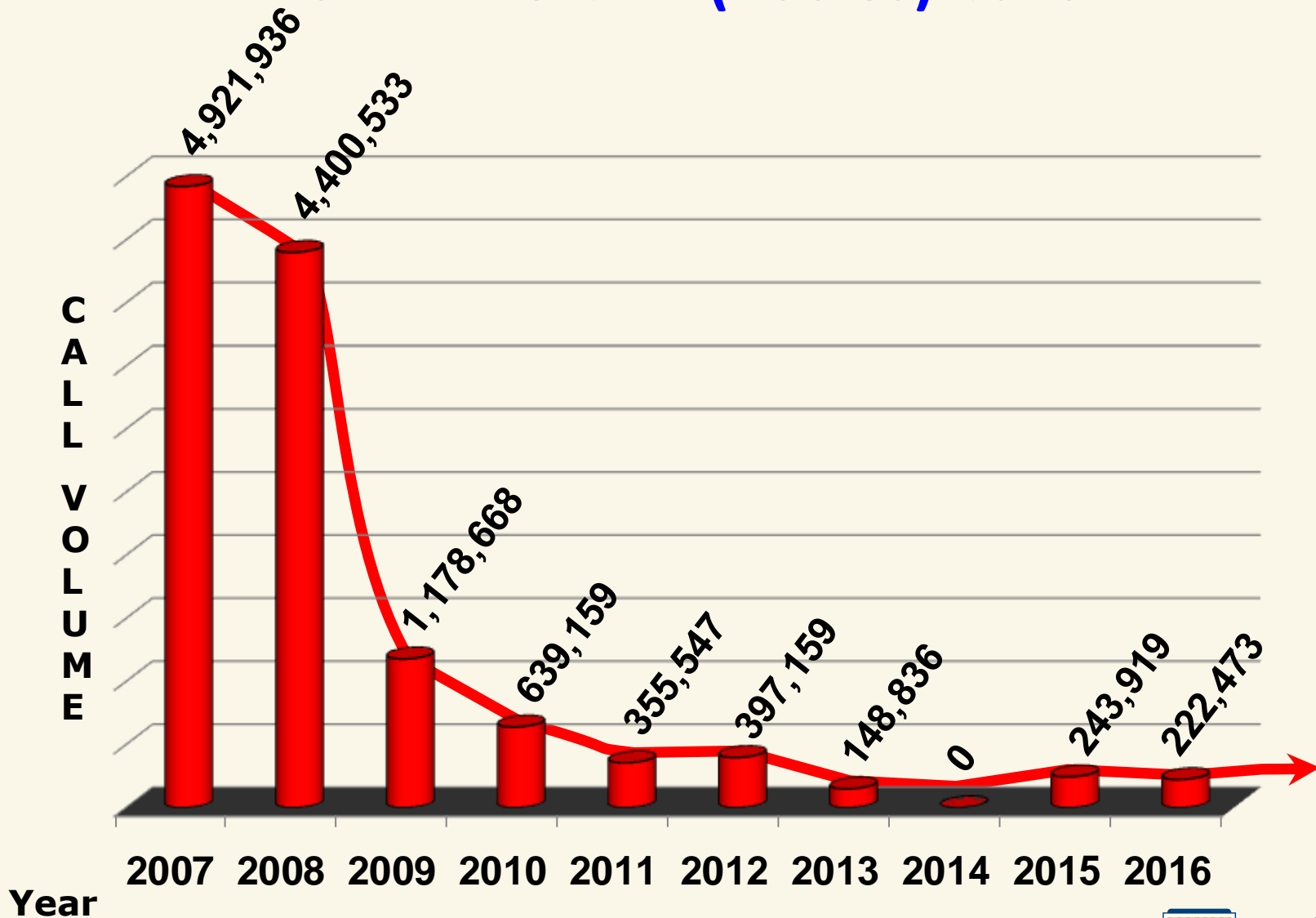


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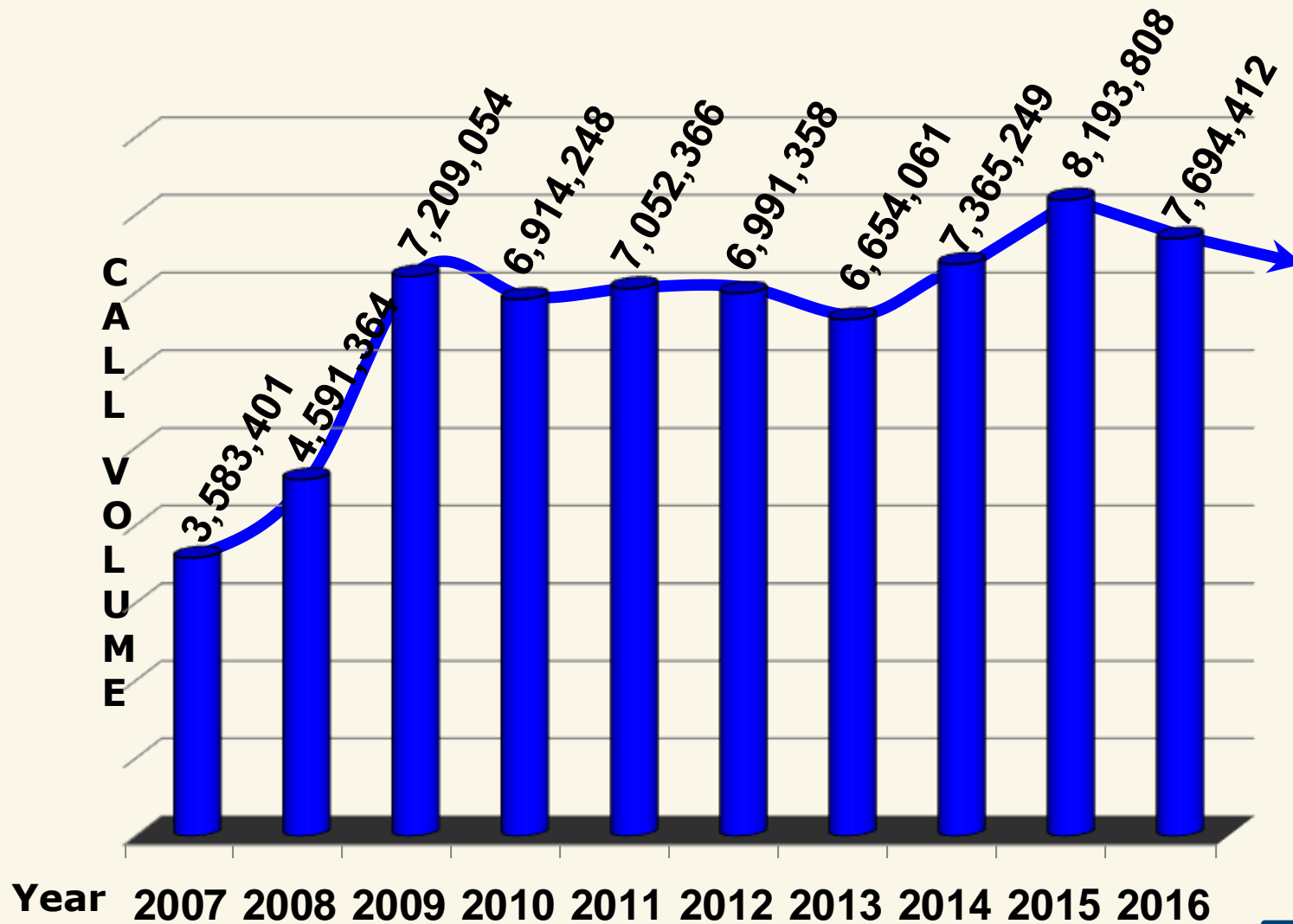
Initial WE9-1-1 Network Call Volume



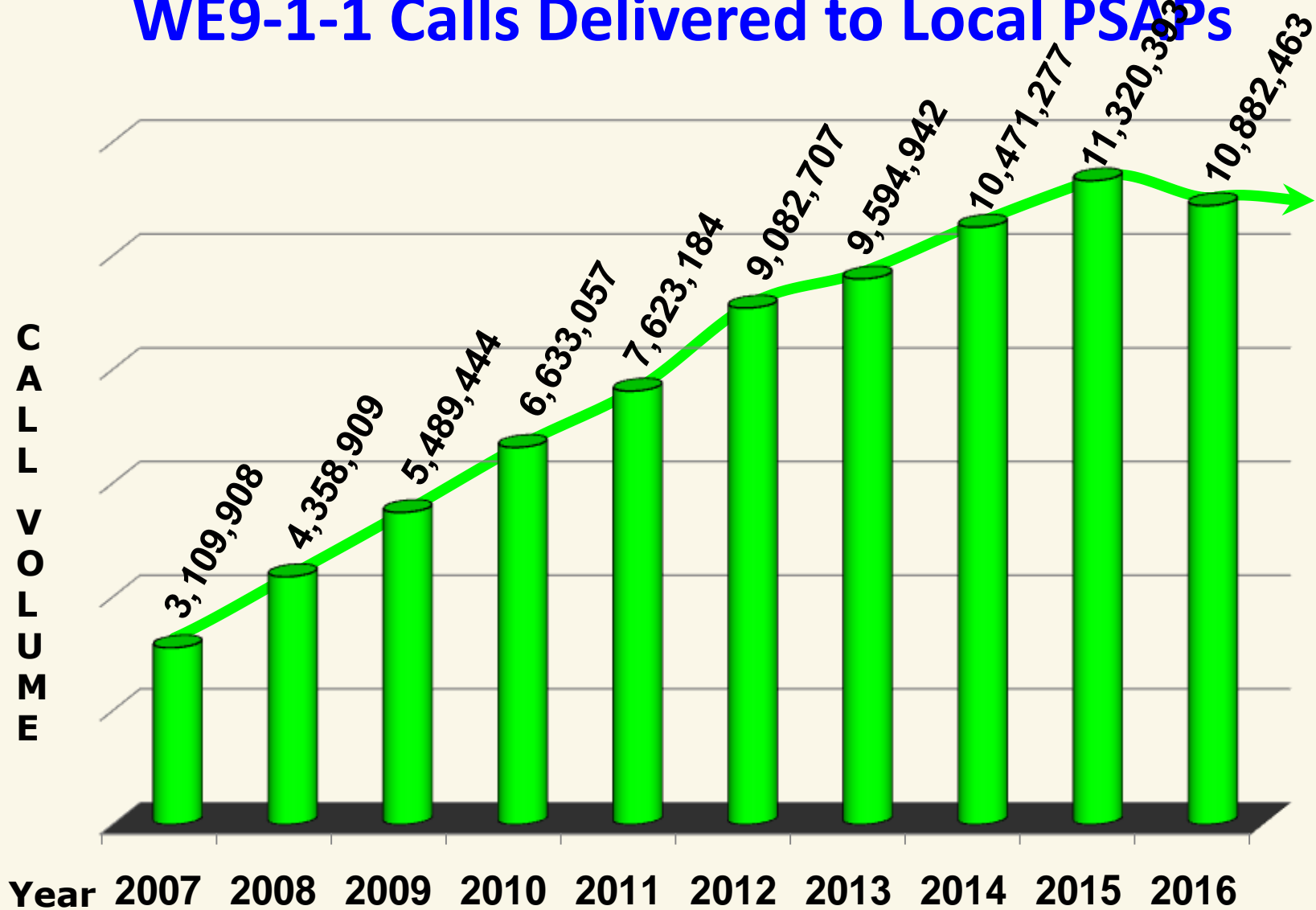
WE9-1-1 No CDR (Busies) Calls



WE9-1-1 Calls delivered to CHP

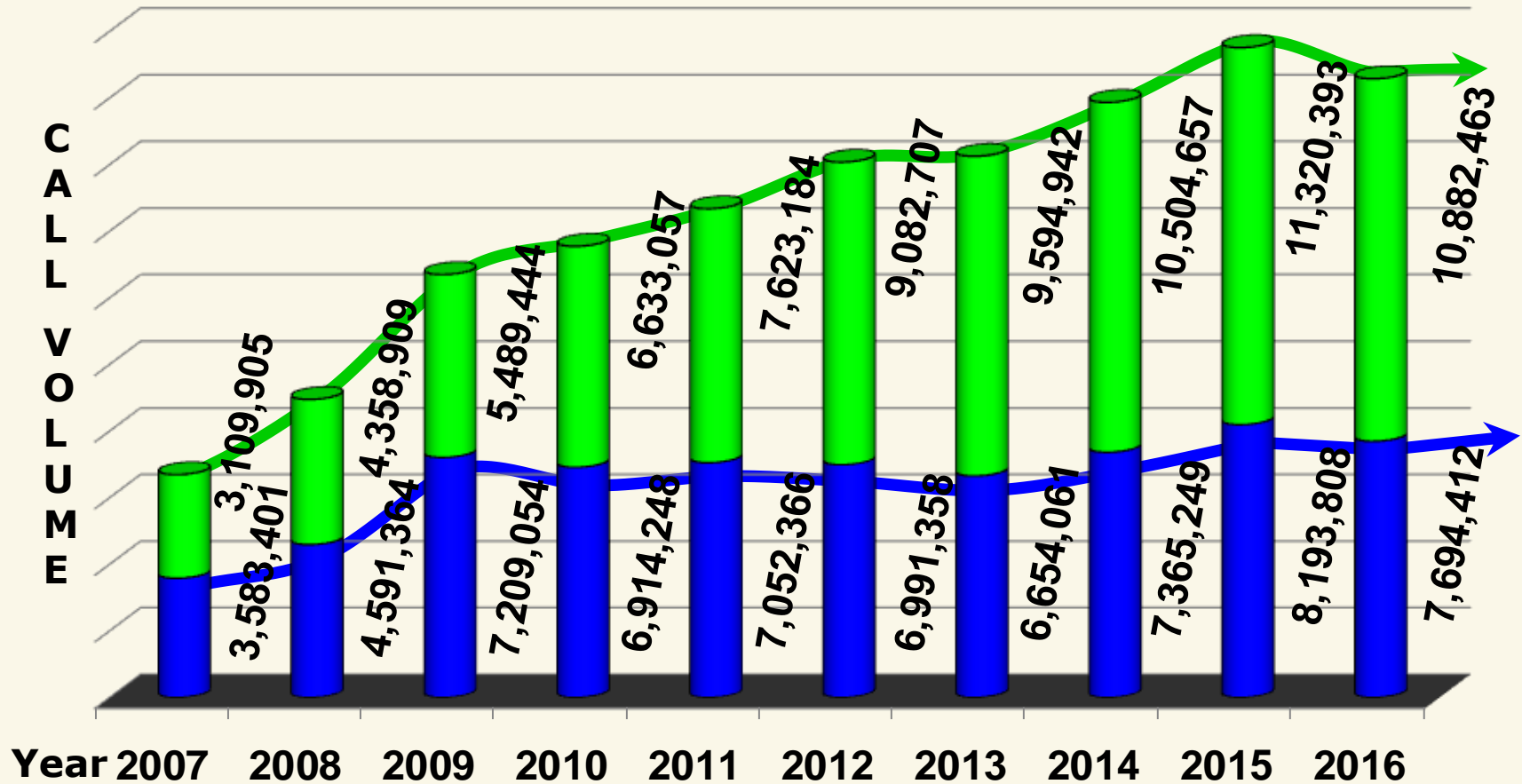


WE9-1-1 Calls Delivered to Local PSAPs



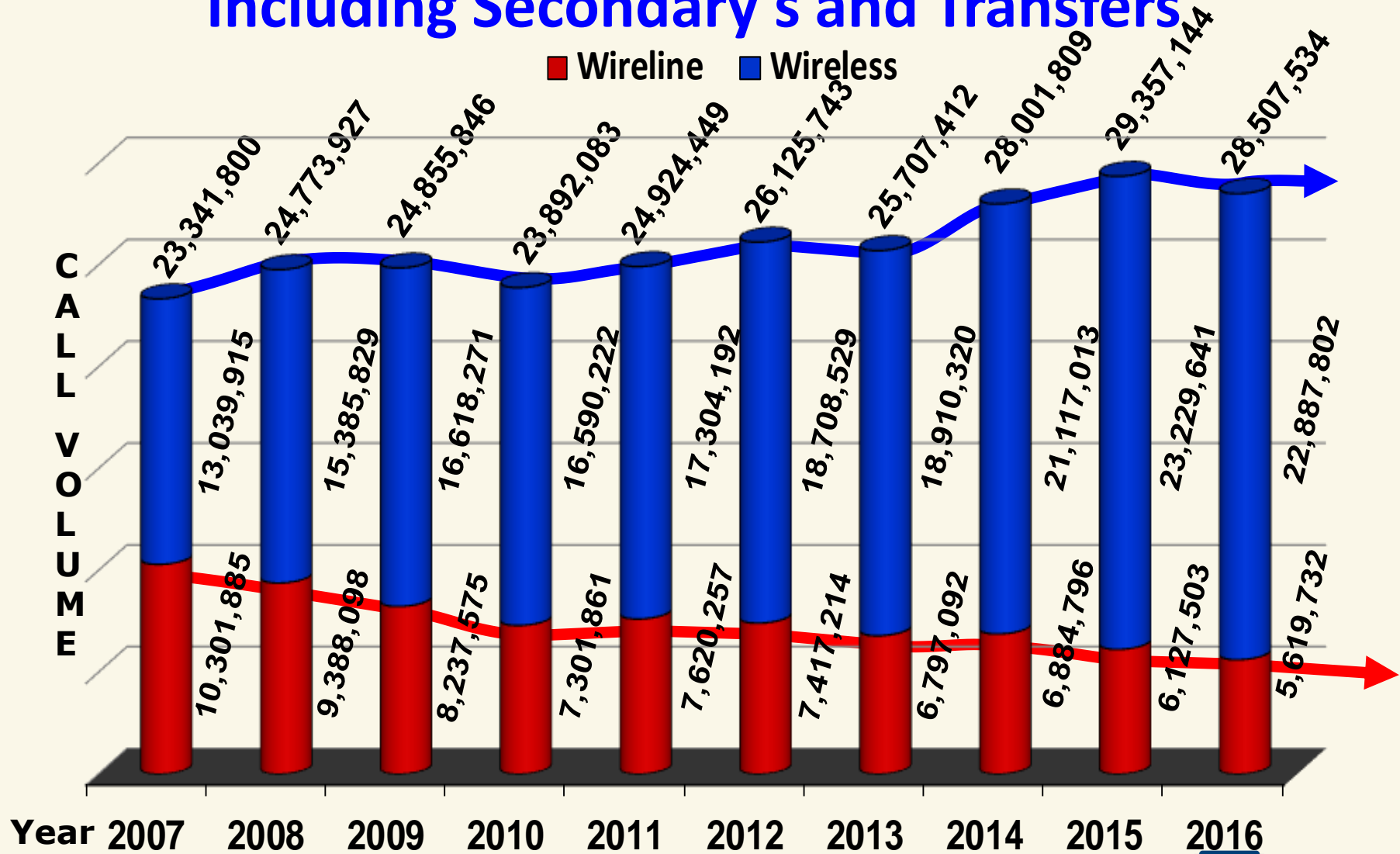
Comparative of WE9-1-1 Calls Delivered

■ CHP ■ PSAP

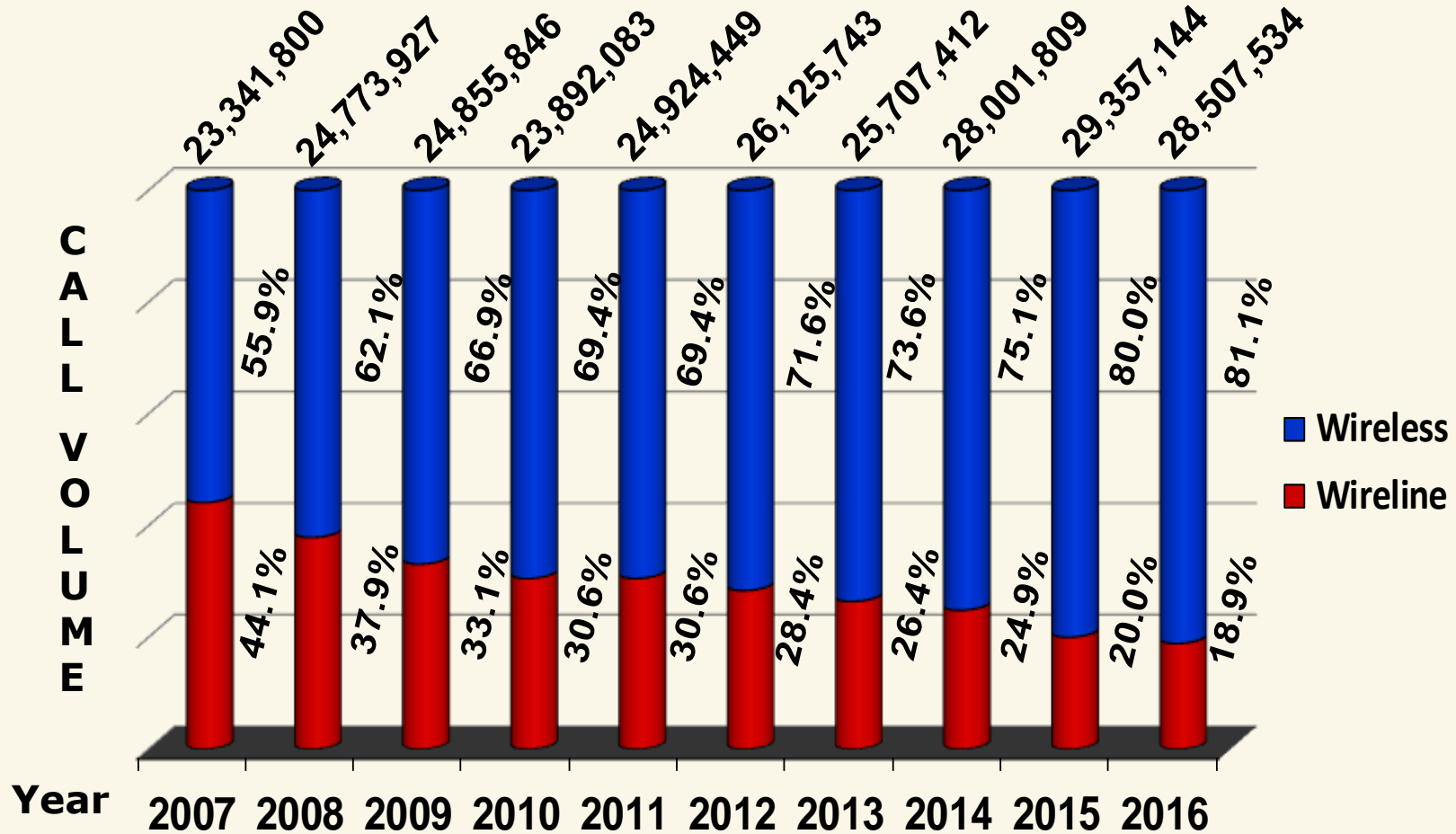


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Total E9-1-1 Calls Including Secondary's and Transfers



Total E9-1-1 Calls Including Secondary's and Transfers



CALIFORNIA 9-1-1 Call Totals	2016	2015	2014
Percent Wireline	18.93%	20.04%	24.87%
Percent Wireless	81.07%	79.96%	75.13%
No CDR	222,473	243,919	0
Wireline Calls	5,397,259	5,883,584	6,964,399
Wireless Calls	22,887,802	23,229,641	21,037,410
Total Call Volume All Calls	28,507,534	29,357,144	28,001,809
Total Texting Volume	5,833	585	0

Primary		
W911	10,727,780	51.62%
WPH2	10,054,302	48.38%

Secondary		
W911	109,041	6.57%
WPH2	1,551,733	93.43%

Total		
W911	10,836,821	48.29%
WPH2	11,606,035	51.71%

